

# UPDATE

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Issue Number 06-05

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## Director's Message



The federal government is narrowing in on the finish line for FY05. Very soon, we'll be in the first quarter of FY06 and wonder where the time went. There are lots of challenges concerning civilian employment on the horizon during this upcoming year. One of those changes is the National Security Personnel System (NSPS). The Civilian Personnel Advisory Center (CPAC) will keep you abreast of NSPS and other changes; but certainly encourage you to go to the variety of websites available on this and other civilian personnel subjects. Have a fun and safe summer. We are here if you need us.

Sandra Kruse, Director  
Civilian Personnel Advisory Center

## CPAC Announcement

**The Civilian Personnel Advisory Center would like to take a moment to remind everyone that appointments with Human Resources Advisors and Assistants are encouraged. This will benefit everyone involved.**

**Human Resources Advisors and Assistants are available for appointments and or phone calls from  
0900 – 1130 & 1230 – 1630  
Monday through Friday**

**Call 596-0927 to set up your appointment today!!**

### *Hours of Operation*

Civilian Personnel (CPAC)  
0900 – 1130 1230 – 1630  
Building 470, Room 2205  
573-596-0927

Non-Appropriated Funds (NAF)  
0730 – 1130 1230 – 1630  
Building 470, Room 2204  
573-596-0283

Missouri Career Center  
0800 – 1630  
Building 470, Room 2203  
573-596-0294

<http://www.wood.army.mil/CPO/Accept1.pdf>

[http://www.wood.army.mil/mwr/nonappropriated\\_fund\\_employment.htm](http://www.wood.army.mil/mwr/nonappropriated_fund_employment.htm)

<http://www.works.state.mo.us/>

## *Need help with finding a job?*

The Missouri Career Center provides a variety of services related to employment and training.

The Career Center has a "Self-Service" option available to job seekers in their resource center. Job seekers may search for jobs, prepare resumes, take a typing test, complete an aptitude/skills survey or view a variety of printed and on-line job information.

The Career Center also utilizes an automated job match system that is designed to match applicant skills with employer requirements. The automated system matches an applicant's skills, knowledge, abilities, salary requirement, and location availability to the requirements of the position as determined by the employer.

Resume service is also available. Resumes are stored in a database and are used with the on-line job matching system. A computer software package provides applicants with the option of preparing their own professional resume.

Individuals who have used the Career Center before may remember Missouri Works. As of June 1<sup>st</sup> the State of Missouri switched to using GreatHires.org. If experiencing any problems or any questions don't hesitate to give them a call.

**573-596-0294**  
**Bldg 470, Rm 2203**  
**M-F - 8:00am to 4:30pm**

## Ratings Reminder

### GS/WS grades 13 and above

- Rating period: 1 July through 30 June.
- Due to CPAC: NLT 30 Jul
- Requirement: EEO must review all supervisors' evaluations

### GS/WS grades 9 thru 12

- Rating period: 1 Nov through 31 Oct

Mid-points due NOW!

## HEALTH CARE PROFESSIONALS

**Resumes are currently being accepted from Health Care Professionals interested in serving as Federal civilian employees at the General Leonard Wood Army Community Hospital (GLWACH) or at one of the Dental Clinics for the following occupations:**

- Physician, GS-602
- Dentist, GS-680
- Podiatrist, GS-668
- Optometrist, GS-662
- Registered Nurse, GS-610
- Physician Asst., GS-603
- Pharmacist, GS-660
- Audiologist, GS-665
- Dental Assistant, GS-681
- Practical Nurse, GS-620

Provide copies of your **college transcript license and resume** to:

Soldier Service Center, Bldg #470  
ATTN: CPAC, Ste #2205  
140 Replacement Avenue  
Fort Leonard Wood, MO 65473

**Or just come on in with your information!**

## Need A DD 214

The National Personnel Records Center (NPRC) has a website where veterans (or a veteran's family member) can obtain a copy of a DD-214 online for personal or employment purposes. Use this address:  
<https://vetrecs.archives.gov>

## ***TSP Open Season (the last-see next page)***

# **April 15 – June 30**

**There are currently five funds available for investing your TSP contributions:**

**\*G Fund** – Government Securities Investment – no risk

**\*C Fund** – Common Stock Index Investment – risky

**\*F Fund** – Fixed Income Index Investment – moderate risk

**\*I Fund** – International Stock Index Investment Fund - risky

**\*S Fund** – Small Capitalization Stock Index Investment Fund – risky

If you are a CSRS employee, you may contribute up to 10% of your basic pay each pay period. You do not receive any agency contributions. If you are a FERS employee, you may contribute up to 15% of your basic pay each pay period. The agency will automatically contribute 1%. The agency will match your contributions dollar for dollar on the first 3%, and 50 cents on the dollar for the next 2%. Since TSP changes are completed telephonically or through the web, **you no longer need to complete forms to conduct transactions.** However, you still need forms to designate beneficiaries and to request withdrawals. You can get TSP forms from the TSP website at <http://www.tsp.gov>

Transactions done on the ABC-C website (<https://www.abc.army.mil>) affect only new money going into your account, (new employee elections, Open Season transactions, or to stop your biweekly payroll contributions). You use the TSP Thrift Line (877-968-3778) when you want to inquire on your TSP account balance and request interfund transfers and loans. Interfund transfers move existing money from one fund to another. Fund allocations must also be done through the TSP.

### **CATCH UP CONTRIBUTIONS**

Planning that exotic get away? Want to put more money away for those golden years? TSP catch-up contributions are tax-deferred to TSP participant's age 50 and older who meet the eligibility requirements.

Catch-up contributions are not subject to the TSP Open Season rules and more than one election may be made in any given year, so long as the annual limit is not exceeded. **The maximum amount you can contribute in calendar year 2005 is \$4000.** Catch-Up Contributions can be started, changed or stopped at any time.

Additional information can be found in TSP Bulletin 05-4. Bulletins are located on the TSP website at <http://www.tsp.gov> under Info for Agency Reps and then TSP Bulletins.

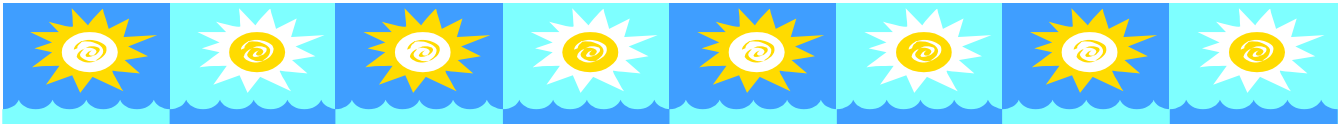
# TSP Open Seasons Are No More

## Elimination of the TSP Open Seasons: July 1, 2005

Public Law 108-469, which was signed into law on December 21, 2004, eliminates the Thrift Savings Plan open seasons and the restrictions on contribution elections which are tied to open seasons. **The Federal Retirement Thrift Investment Board will implement this law on July 1, 2005.** After the close of the current TSP open season (December 31, 2004), there will be one more open season, April 15 through June 30, 2005. This means that participants may file contribution elections with their agencies or uniformed services at any time beginning April 15. Through June 30, these elections will be processed under the current rules. Beginning July 1, contribution elections will be processed under the new rules — that is, the elections must be made effective no later than the first full pay period after they are filed.

Participants must continue to file contribution elections with their agencies or services, and the agencies and services must continue to implement the elections by deducting contributions from participants' pay and reporting these amounts to the Thrift Savings Plan each pay period.

The law does not affect the waiting period new employees covered by the Federal Employees' Retirement System must serve before they become eligible for agency contributions to their accounts. In addition, the law does not affect contribution allocations or interfund transfers, which can be made at any time by using the TSP Web site (<http://www.tsp.gov>) or the ThriftLine (877-968-3778) or by submitting an Investment Allocation form to the TSP.



## NARA Goes On-Line

National Archives Records Administration (NARA) has gone automated. Now you may request copies of your military records from NARA through the following website.  
[www.vetrececs.archives.gov](http://www.vetrececs.archives.gov).

Once you have requested your documents, you may check the status of your request by going to the following website [www.mprstatus@nara.gov](mailto:www.mprstatus@nara.gov).

Funeral information: Emergency requests may be made via fax (314-801-0821/0800) by a family member.

# Right to Request Union Representation

As required by Section 7114(a) (3) of Title 5, United States Code, employees are hereby provided annual notice of the rights set forth below.

Section 7114(a) of Title 5, US Code, provides representation rights to employees in certain investigatory examinations. An employee, upon request, has the right to union representation at an investigatory interview which the employee reasonably believes might result in disciplinary action. This right does not accrue to employees who are not covered by an appropriate bargaining unit (i.e., where a legitimate union-management relationship exists).

Section 7114(a) of Title 5, United States Code states that:

"(2) an exclusive representative of an appropriate unit in an agency shall be given the opportunity to be represented at—"

"(B) an examination of any employee in the unit by a representative of the agency in connection with an investigation if—"

"(i) the employee reasonably believes that the examination may result in disciplinary action against the employee; and"

"(ii) the employee requests representation."

The employee's right to request representation as a condition of participation in an examination is limited to situations where the employee reasonably believes the investigation may result in disciplinary action. The right does not extend to "run-of-the-mill" shop floor conversations; e.g. work instructions, training, corrections of work techniques, or counseling sessions. In such cases, there normally will not be any reasonable basis for an employee to fear that any adverse impact may result from the interview. Therefore, no reasonable basis for the employee to seek the assistance of a representative exists.

The Federal Labor Relations Authority has held that the right of the union to be represented includes the right to effectively represent the employee. The union representative must be allowed as much latitude as is consistent to maintain an orderly investigative process. On the other hand, the union representative should not be permitted to substitute his/her answers to questions for those of the employee or to prevent the employee from answering questions.

Any questions concerning the above guidance/information should be directed to your Human Resources Specialist at the Civilian Personnel Advisory Center (CPAC). In all cases, managers/ supervisors should contact the CPAC for guidance before denying the rights to representation to any nonsupervisory employee.

# Retirement Planning

You should begin planning several years before the date you have set for retirement so that you will know what is required to continue certain benefits into retirement. There are many factors related to retirement planning, and it is literally never too early to begin. The federal annuity is only one element to consider in today's complex financial scene. You may need to start a Thrift Savings Plan or IRA schedule many years before considering actual retirement. Other considerations, such as Social Security may affect your benefits.

However, the best place to begin is with the Army Benefits Center (ABC). They can provide personalized assistance and your employment records are very close by at the CPOC.

Your health and life insurance coverage are of immediate concern now because you must carry coverage continuously for at least five years before your retirement or you may be ineligible to continue them.

For more information on retirement, go to the Office of Personnel Management (OPM) website at <http://www.opm.gov/retire/html/faqs/faqmap.html> . It is also a good idea to call the Army Benefits Center for a retirement annuity computation so you will know approximately what you will receive for retirement pay. You can request a computation be done as far as 5 years in the future.

## National Security Personnel System

The National Security Personnel System (NSPS) which will allow the Department of the Army and other Department of Defense (DoD) agencies to improve the national security demands of the 21<sup>st</sup> century is currently making its way forward for implementation.

One of the most important recent events to occur was meeting and conferring with the national labor unions. NSPS will now move toward initial implementation that will take place in three spirals with full implementation occurring over the next several years. The Civilian Human Resources Agency (CHRA) will be part of Spiral One as well as the CPACS. The original implementation date of 1 July 2005 has slipped to September 2005. Informational training will be provided to managers and employees as the date for Fort Leonard Wood implementation nears. These following websites contain information and other links about NSPS: <http://cpol.army.mil/library/general/nsps>; [www.nsps.osd.mil/nsps](http://www.nsps.osd.mil/nsps); and [www.cpol.army.mil](http://www.cpol.army.mil) You are encouraged to read and become knowledgeable about this upcoming change to the Federal civilian personnel system.

# Butterbaugh Agreement

## Butterbaugh v. Department of Justice

On 13 April 2005, the Office of the Under Secretary of Defense provided a memorandum regarding Administrative Claims for Annual Leave as a Result of the Decision in Butterbaugh v. Department of Justice, 336 F.3d 1332 (Fed Dir, 2003).

It applies to Reservists, including Military Technicians, or members of the National Guard who were simultaneously Federal employees who may have been improperly charged for military leave.

Previous interpretation of Title 5, United States Code, Section 6323, required Federal employees to take military leave only on the calendar days on which they were required to work in their civilian jobs. Instead, agencies should have used workdays. Some employees took leave without pay or annual leave to complete their reserve duty obligations.

Current and former DoD appropriated fund employees filing claims arising from leave charges by DoD components must provide the following information in order to file claims.

1. Identify their current servicing payroll office
2. Specify each non-workday they were charged military leave
3. Indicate the work schedule (if not Monday through Friday)
4. Indicate whether, as a result of being charged military leave on a non-work day, they used annual leave or leave without pay to fulfill their reserve duty
5. Provide certificates of attendance for each period of active duty
6. Provide copies of their civilian leave and earnings statement that reflect the improper change of military leave
7. Mark the envelop "Butterbaugh Claim"
8. Mail claim to:

DFAS Payroll Office, P.O. Box 33717, Pensacola, FL 31508-3717

More information on this subject is located at: [www.cpms.osd.mil](http://www.cpms.osd.mil)

# Required Performance Objectives for Supervisors

## REQUIRED PERFORMANCE OBJECTIVES FOR SUPERVISORS

We are receiving feedback from the Civilian Personnel Evaluation Agency that there are an increasing number of review findings of supervisory performance evaluations not having the **required** objectives. The Total Army Personnel Evaluation System (TAPES) regulation requires that supervisors have at least one assigned objective covering Equal Employment Opportunity /Affirmative Action and at least one objective relating to Supervision/Leadership. This applies to all supervisors even those that carry no supervisory title but have duties equivalent to a supervisor. This does not include team leaders because they do not perform the full range of supervisory duties. There are samples or suggestions of such objectives in various TAPES newsletters on the internet at: <http://cpol.army.mil/library/mer/tapes/index.html>. The TAPES requirements can be found in the regulation on the internet at: [http://www.apd.army.mil/pdf/r690\\_400.pdf](http://www.apd.army.mil/pdf/r690_400.pdf). The required elements are spelled out and further defined on the back of the Senior System Civilian Evaluation Report Support Form, DA Form 7222-1, available on the internet at [http://www.apd.army.mil/pub/eforms/pdf/a7222\\_1.pdf](http://www.apd.army.mil/pub/eforms/pdf/a7222_1.pdf). The form can also be found in the Army's various forms software. Supervisors' support forms should be reviewed to assure that they are in compliance with the regulatory requirements.

## **Suffered or Permitted Overtime Under the Fair Labor Standard Act (FLSA)**

A "nonexempt" employee (covered under the FLSA) who comes into work early, stays at their desk during officially designated lunch periods or stays after the end of officially designated work hours, and performs work that is accepted by the employer, is performing suffered or permitted overtime. It does not matter that the "non-exempt" employee was not asked to stay and work. If the work is performed for the benefit of the agency, the supervisor knows of or has reason to believe that work is being performed, and the supervisor has not taken positive steps to prevent the "nonexempt" employee from working, the work has been suffered or permitted and must be compensated IAW the FLSA. Simply establishing employee schedules is not sufficient under the FLSA. The manager must assure that employees work only scheduled hours. More importantly, the manager must actively assure that "nonexempt" employees do not work any unscheduled hours unless directed by the manager. To allow "nonexempt" employees to work beyond scheduled hours establishes a requirement under the FLSA to pay for the additional hours.

An "exempt" employee (not covered by the FLSA) who performs work outside of their normal duty hours receives compensation only if the work was "officially ordered or approved" to be performed outside of the established duty hours. Information on whether an employee is "nonexempt" or "exempt" can be found in Block 9 of DA Form 374 (Department of Army Job Description) or Block 35 of the Standard Form 50 (Notification of Personnel Action).

To request overtime/comp time organizations must make their request on FLW Form 341, in advance when possible coordinating the request through their DRM point of contact. Employees should be made aware of the stipulations on the usage of comp time when requesting comp time in lieu of overtime pay.

Organizations are reminded to check the collective bargaining agreement that covers the employee who is scheduled to work overtime before the assignment of overtime.

# Does Your Unit Have Trained Sponsors?

Sponsorship Training is conducted every month at **1300-1400** in Bldg 470, Room 2221\*. Training is 1 hour in length. The next training is on **09 June 2005**.

Please call the Relocation Readiness office at 596-4347 to schedule your personnel for the next Sponsorship Training.

We ask that you call and sign up to ensure that enough class material is prepared.

\* Room Subject to change, please call to verify Room number.

## Useful Internet Addresses

### FLW Job Announcements

<http://www.wood.army.mil/cpo/employ.htm>

### CPOL Vacancy Announcements, Army Resume Builder, and Answer

<https://cpol.army.mil>

### USAjobs

<http://www.usajobs.opm.gov>

Go to Search Jobs

Select State/City

Select Get Results

### CPAC Homepage

<http://www.wood.army.mil/CPO>

### NAF Job Announcements

[http://www.fortleonardwoodmwr.com/nona appropriated\\_fund\\_employment.htm](http://www.fortleonardwoodmwr.com/nona appropriated_fund_employment.htm)

### Army Benefits Center (ABC/Civilian)

<https://www.abc.army.mil>

### TSP

<http://www.TSP.gov>

### Long Term Care

<http://www.ltcfeds.com>

### FEGLI

<http://www.opm.gov/insure/life/>

### MyPay

<http://www.dfas.mil/mypay/>

**Income Tax Information is at this website  
W2's on line 6 Jan 05**



# Ethics Training

15 Jun 05	0900-1000	Abrams Theater
05 Jul 05	1300-1400	Abrams Theater
20 Jul 05	0900-1000	Abrams Theater
02 Aug 05	1300-1400	Abrams Theater
17 Aug 05	0900-1000	Abrams Theater
06 Sep 05	1300-1400	Abrams Theater
21 Sep 05	0900-1000	Abrams Theater
04 Oct 05	1300-1400	Abrams Theater
19 Oct 05	0900-1000	Abrams Theater
01 Nov 05	0900-1000	Abrams Theater
16 Nov 05	1300-1400	Abrams Theater
06 Dec 05	1300-1400	Abrams Theater
14 Dec 05	0900-1000	Abrams Theater

Additional classes will be scheduled as needed, including at least on in Lincoln Hall Auditorium in CY05, Q3 or Q4 for MANSCEN HQ personnel. Time(s) and date(s) TBD.

Ethics is an annual requirement.

## Special Emphasis Program (SEP) Staff

### Current Managers:

Melvin "Mac" McNair	Equal Employment Opportunity SEP
Vacant	American Indian/Alaskan Native Program*
Kim Moats	Asian/Pacific Islander Program
Jocelyn Morris	Federal Women's Program
Lori McCrea	Individuals With Disabilities Program
Clem Perez	Hispanic Employment Program
CW3 Farrell Chiles/ Vacant as of 31 Mar 05	Black Employment Program

If anyone has an interest in applying for this volunteer/collateral duty position, please contact Mac McNair at 596-0602 for details.

# Spring is Here

As spring arrives and with the warm weather approaching we need to start familiarizing ourselves with the severe weather procedures.

### WEATHER PROCEDURES

**Tornado and/or severe weather:** Siren Tone – Steady tone for three minutes.

**Fire Signal:** Siren Tone – Alternating high tone, low tone, repeated for three minutes.

**Attack Warning Signal:** Siren Tone – Wavering time for three minutes.

**Siren Test Tone:** Steady Tone for one minute.

**All Clear:** Three, one minute blasts.

Know the difference between a tornado watch and a warning. A **tornado watch** indicates that conditions are favorable for a tornado to form. A **tornado warning** indicates that a tornado has been sighted in the area.

In case of a tornado warning, find shelter immediately. This may be in a basement or an interior ground floor room. Stay away from large open areas and windows. If you are outside, get in a ravine or a ditch and cover your head with your arms. Do not stay in a mobile home or try to outrun or drive away from the tornado in your car.

Design a family tornado plan and designate a safe place for a tornado shelter. Your tornado plan could mean the difference between life and death.

# EEOC Launches Spanish Speaking Web Site

The Equal Employment Opportunity Commission unveiled a Spanish-language version of its public website to enhance its services to the Hispanic community, the nation's largest and fastest growing racial or ethnic group.

The new website, <http://www.eeoc.gov/es/>, is part of EEOC's broader efforts to more effectively reach out to key stakeholder communities to proactively prevent workplace discrimination and promote voluntary compliance.

The Spanish-language website, which has been in development for the past year, is designed to mirror EEOC's public website (<http://www.eeoc.gov>) and includes many of the agency's most vital and sought-after information. The site includes an ongoing flow of new information and updates made on the corresponding public website, including such items as policy changes, training and seminar schedules, and information related to new agency initiatives and programs.

The new site also fulfills requirements of Executive Order 13166 entitled, "Improving Access to Services for Persons with Limited English Proficiency." The executive order requires, among other things, that federal departments and agencies examine delivery of services to people with limited or no English proficiency and determine how to ensure meaningful access to these services. Under the executive order, EEOC previously posted information on its public website in seven different languages, including Spanish.

"This new website will make key information about employment rights and responsibilities more easily accessible to Spanish speakers and people with limited English proficiency," said Commission Chair Cari Dominguez.

The preceding article was provided by Mr. Clem Perez, the local Hispanic Employment Manager for Fort Leonard Wood. Mr. Perez can be contacted at 573-596-0146.



# Insightful Thoughts

## Dealing with Rejection

*Winner's Circle Network with Lou Tice - 3/11/05 - "Dealing with Rejection"*

*How good are you at handling rejection? If your answer is, "No good at all," or "Not very," you will want to pay special attention to the following.*

*One of the most powerful words in any language is the word that means, "No."*

*Most adults can't handle hearing it, and as a result of their fear of "No," they limit themselves in just about every way I can think of. How many times have you wanted to talk to someone, but decided not to do it because they might not respond positively? How many jobs have you not tried for because you were afraid they wouldn't hire you? How many times have you kept yourself from growing because you believed you might fail?*

*All of these self-created limits are the result of fear of rejection - fear of the little word, "No."*

*But there are no real successes without rejection. Ask anyone who's ever succeeded in life how many times they failed, how many times someone said, "No way" to them, and how many times they kept right on going. You see, the more rejection you encounter, the stronger you become - if you're on the road to success. You look at setbacks as temporary and you bounce back every time you take a hit.*

*So next time you run into a big fat, "No," ask yourself, "What can I learn from this?" instead of telling yourself it's time to quit.*

*Lou Tice*

*"reprinted with permission of The Pacific Institute, copyright 2000."*

# Glad you Asked

Your questions answered

## Question:

What does buying back my military time mean? And, how do I do this?

“Buying back military time” means to pay into your civilian retirement for credit for the time you served in the military.

1. To make a military deposit, go to the ABC-C website and print out the RI 20-97 and complete it, attach your DD214(s) and mail it to your branch of service. The name and addresses are listed on another page. **Make a copy for your records before mailing.**
2. When you receive your earnings statement, you will need to complete either the SF 2803 (CSRS) or the SF 3108 (FERS), whichever applies to you. Send it with your earnings statement and DD214(s) to the ABC-C Center at:  
  
**Department of the Army  
Office of the Assistant Secretary  
Manpower and Reserve Affairs  
Southwest Civilian Personnel Center Attn: ABC-C  
301 Marshall Avenue  
Fort Riley, Ks. 66442-5004**
3. The ABC-C Center will complete the back of the form and mail the completed form to payroll (DFAS) in Denver, CO. DFAS will compute the cost to buy your military service and will send you a letter telling you what it will cost and giving your options on how you can buy it.
4. You will notify DFAS of your decision on buying your military service
5. When your deposit is paid you will receive two copies of your paid receipt. Keep one and provide the other one to the Civilian Personnel Advisory Center (CPAC). The CPAC will send this copy to the Civilian Personnel Operations Center (CPOC) to be filed in your Official Personnel Folder (OPF).

## We welcome your questions

We try our best to answer your questions as they are presented. If you would like to know something that we may be able to answer or find out the answer to, you are more than welcome to email us at [atztcp@wood.army.mil](mailto:atztcp@wood.army.mil) and the answer will be posted in the next UPDATE bulletin.

# Leave Recipient Program

There are many employees who need your generous donations of annual leave you cannot use before the end of the leave year. Visit [www.wood.army.mil/CPO/leavetra.htm](http://www.wood.army.mil/CPO/leavetra.htm) for general information about the leave transfer program and forms to become a recipient, as well as to become a donor of leave time.

The following employees are approved leave recipients:





## CUSTOMER FEEDBACK FORM

Our goal is to provide TIMELY, ACCURATE and PROFESSIONAL service to all our customers. We need your feedback regarding the kind of service we provide so we can analyze how we are doing. Would you please take the time to complete the following items?

Please identify the type of personnel action we worked on. Thank you for your comments, suggestions and overall evaluation of our service.

- **PRODUCT IDENTIFIER** (type of action): \_\_\_\_\_  
Examples: evaluation of application, referral list, request for personnel action (RPA) number, processing of benefits, pay issues, job description, update of OPF, processing of award, nomination for training, responses to inquiry, etc...

- |   | <u><b>YES</b></u> | <u><b>NO</b></u> |                   |
|---|-------------------|------------------|-------------------|
| 1. Was this action completed/service provided in an acceptable time frame?  | ___               | ___              |                   |
| 2. Do you think the product is accurate and represents good staff work?     | ___               | ___              |                   |
| 3. Did you get the kind of information you needed to make informed choices? | ___               | ___              |                   |
| 4. Were our interactions with you courteous?                                | ___               | ___              |                   |
| 5. Overall, how would you rate the product/service you received?            |                   |                  |                   |
| ___Excellent  | ___Good           | ___Adequate      | ___Unsatisfactory |

- Please provide any comments/suggestions/recommendations you may have for ways that we can improve our service. We are particularly interested in specific feedback on any of the items you may have checked "NO".

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6. If you would like a *personal response* to your suggestion or comments, please provide your name, phone number and electronic mail address.

**Thank you** for taking the time to complete this feedback form. My expectation is that my staff will provide prompt and courteous service to all our customers. The CPAC believes in "People Serving People."

Please mail this form directly to me, send it electronically to [atztcp@wood.army.mil](mailto:atztcp@wood.army.mil), or fax it to 573-596-0289. If you would like to discuss this or any other matter, I can be reached at 573-596-0280 or via email. I look forward to hearing from you.

Director  
Civilian Personnel Advisory Center  
140 Replacement Ave, Ste 2210  
Fort Leonard Wood, MO 65473-8935

Army Civilian Personnel Professionals - Helping Leaders Meet the Mission

**EDITORIAL POLICY**

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*Even though yellow ribbons and United States Flags have been displayed for a while in support of our troops, continued prayers are offered for these troops and their families. We all wish the best for their safe return home.*

